THE CAPITOL GROUP

OEM/ADVANTAGE

OEM/A TROUBLESHOOTING GUIDE

Capitol contact information:

Toll Free Phone: 1-888-788-7988 -or-
Email: support@OEM-Advantage.net

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Version 08-Dec-2010 Updated to include Vista "Hidden File" Issue
Version 27-Mar-2012 Added Encrypt/Proxy information, Updated JAVA Info
Added additional "Common Issues"
Version 31-Aug-2012 Updated for Version 1.4 Release (v+1)
Version 8-July-2014 Updated for Version 1.5.1 Release

The OEM/A Troubleshooting Guide:
The purpose of this guide is to provide general troubleshooting information for Users and IT staff. About 95% of the problems that Users encounter with OEM/A can be solved by using one of the techniques covered in this guide.

For those issues that cannot be resolved quickly, the guide shows how to send log information to the OEM/A Support desk so the issue can be analyzed by an Application Engineer, and further troubleshooting can be preformed.

Should you wish to contact our Support team directly, please use the following contact information:

Email: support@oem-advantage.net

Phone: 1-888-788-7988

Additional Email support for FORD USERS:

Ford FNA: cdxhelp@ford.com

Ford FOE: gsieu@ford.com

Ford FAP: apagsi@ford.com

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Section 1: Quick Functionality Test

Issue: How can I verify that my version of OEM/A is working properly?

Solution: Please follow these steps:

1. Go to OEM/A at https://ford.oem-advantage.net
2. Login to OEM/A using your User ID and Password
3. Select the “Send File” Tab from the main page
4. Send a file to yourself
5. Select the “Mailbox” Tab from the main page
6. Download the file you just sent to yourself

If you are able to send and receive without any errors, then you are all set and no further action is needed.

If you receive a “Cannot Connect to Server” or “Check Firewall” error, or the JAVA Upload or Download buttons do not display properly, or you encounter some other issue, *please proceed to “Section2: Troubleshooting” for additional instructions.*

Section 2: Troubleshooting Overview

The first step in troubleshooting an issue is to be sure your system meets the minimum requirements for OEM/A Version 1.5.1 and to check for a couple of common issues:

Minimum System Requirements for OEM/A Version 1.5.1:

OEM/A is a Browser based application. No client side software needs to be installed. However, there are some minimum Browser requirements:

- **The latest version of JAVA is installed on your system. JAVA supports updates to its product via an automated version update process. At this publishing the latest version of JAVA is 1.7.0_60.**
- **(XP, Vista, Windows 7 or 8) (IE7 and above is recommended and is required if you choose to use the HTTPS protocol instead of UDP)**
- **Mozilla (XP, Vista, Windows 7 or 8,UNIX) 1.7**

IMPORTANT JAVA NOTES

- Some versions of JAVA from Oracle have known bugs/issues that may affect OEM/A as well as other applications. We recommend using only the latest versions
- Windows allows the use of 32 or 64 bit versions of JAVA. **OEM/A requires the 32 bit version.**
- Users also have to be aware of their Java settings (especially network proxy settings), in particular, to where their Java is pointing. If it is going out via a proxy configured in those settings it must be a SOCKS compliant Proxy.

Notes on Available Protocols:

At Version 1.5.1 OEM/A offers two protocols:

- **UDP (Recommended)**
- **HTTPS**

UDP is the recommended protocol because it provides fast and very reliable data transfer. In high bandwidth locations, it will provide extremely fast transfer. In lower bandwidth locations, its reliability greatly reduces failed transfers. *UDP does require that you make some modifications to your Firewall/Proxy settings. (This is detailed in Section 5 of this guide)*

HTTPS is an alternate protocol. HTTPS provides good speed and quality, but not as high as UDP. *HTTPS does not require that you make any modifications to your Firewall/Proxy settings.*

OEM/A Version 1.5.1 automatically detects the available protocol. It will first attempt to use UDP, and if that is not available, it will use HTTPS. So while you must configure your firewall to take advantage of UDP, OEM/A will automatically work whether you have or not. This will also work well in situations where you may have your office firewall configured for UDP, but prefer to just use HTTPS at remote locations. No action is required on your part to use the basic HTTPS protocol.

Clearing Cache Files:

Description: *Often taking the simple step of clearing internet cache files can solve an issue. It is also a recommend step anytime you take any of the* corrective actions listed in this document.

1. **Open a browser session and delete all temporary internet files and Cookies**
2. **Close the browser session**
3. **Reboot your PC**
4. **Open a browser session and try the OEM/A operation again**

Some Common Issues Users Encounter:

Issue: **File doesn't appear to download**

Description: You download a file, and after the operation is completed, you do not see the file.

Solution: This is a known issue with Vista and IE7/IE8. There is a "hidden file" issue that allows files to be downloaded, but then you can't see them as they are marked as "Hidden".

To correct the problem, use the following procedure:

1. Open an Internet Explorer session and go into **"Tools"** and then the **"Internet Options".**
2. Click on the **"Security"** **tab.**
3. Click on the **"Trusted Sites"** zone to highlight it and then click the **"Sites"** button.
4. Type in **https://ford.oem-advantage.net** and then click **"Add".**
5. Click **"Close"** and then close out of the Internet Explorer Session**.**
6. Restart Internet Explorer, login to OEM/A and download your files and they will now be visible in the destination directory you choose.

Issue: **Icons don't appear, Application doesn't seem to function correctly**

Description: (Some common issues):

- One or more JAVA components do not show on the screen:
  - You may see an image with a red X instead of the image.
  - The "Upload" or "Download" buttons do not show up, or when you click on them nothing happens.
  - The file selection box does not show up.
- Even though you have selected a file to download, when you click on "Download", the system asks you to select a file.

Solution: **Proceed to "Section 3: JAVA Issues"**

Issue: **"Cannot connect" errors**

Description: You receive a "Cannot Connect to Server" or "Time out Connecting to Server" or "Check Firewall" error message or pop-up window.

Solution: **Proceed to "Section 5: Connectivity Issues"**

Issue: **Cannot see a link to "Manage my Users"**

Description: Under the Admin tab, you don't have the option to manage your companies' users.

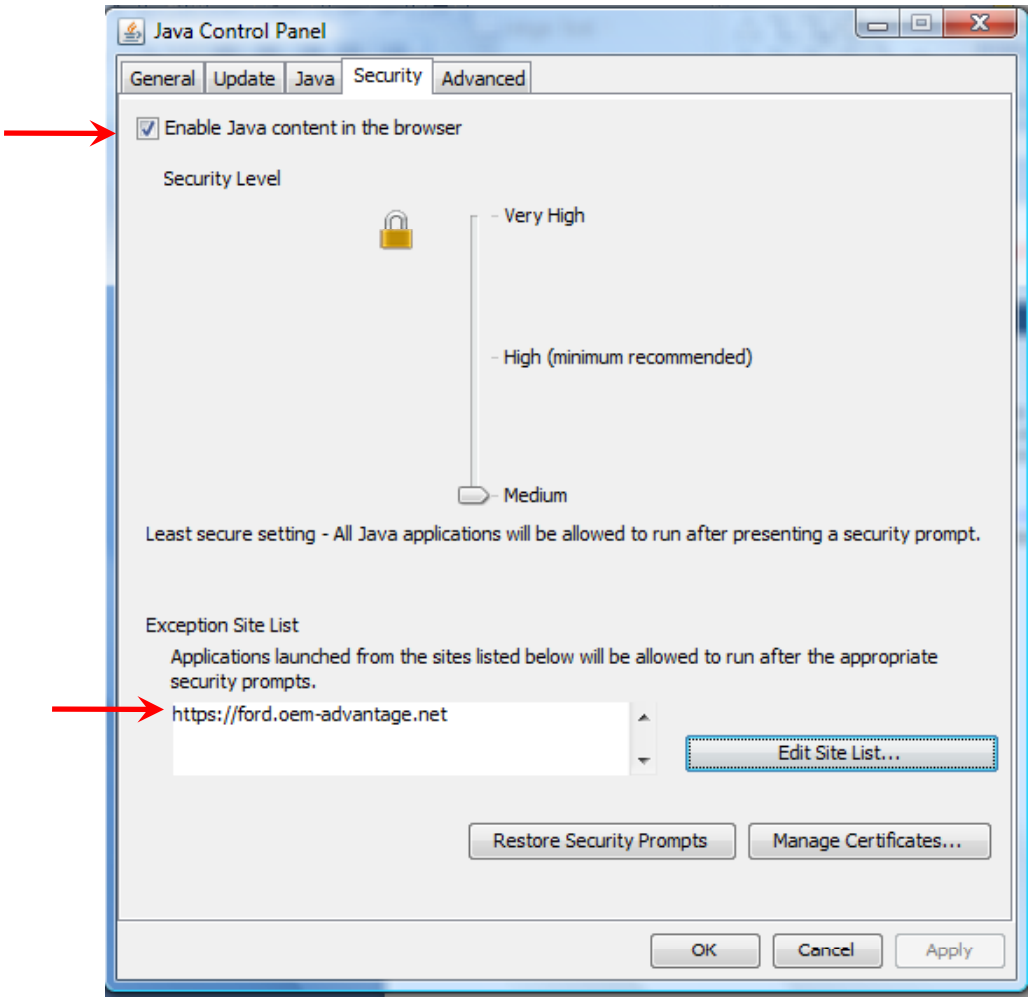
Solution: **To be able to add/change/delete users for your company, you have to be appointed as the Administrator for the company. To request Administrator status, please send a request to:**
support@oem-advantage.net

Section 3: JAVA Issues

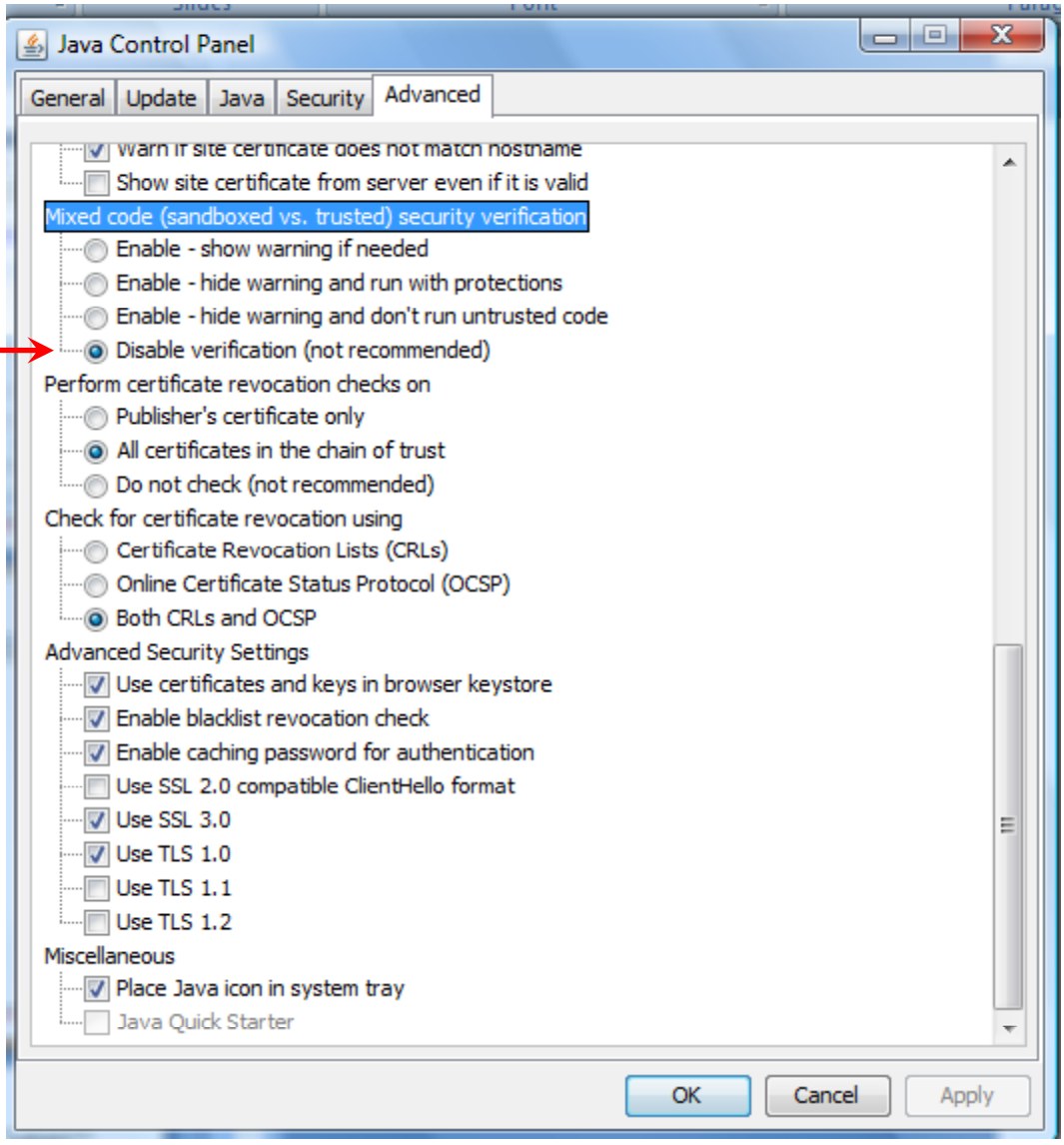
Version 1.5.1 of OEM/A uses a JAVA Applet.

This Applet requires the latest version JAVA . Since 2013, JAVA supports updates to its product via an automated version update process. Always ensure your system is receiving version updates from JAVA. At this publishing the latest version of JAVA was 1.7.0_60.

In the JAVA Control Panel security tab, make sure the **"**Enable JAVA Content in the browser**"** check box is checked and https://ford.oem-advantage.net is entered into the Exception Site List. See example below.



In the JAVA Control Panel advanced tab, under the "Mixed code (sandboxed versus trusted) security verification" section, make sure "Disabled verification (recommended)" radio button is on. See example below


Java Control Panel
General
Update
Java
Security
Advanced
Warn if site certificate does not match hostname
Show site certificate from server even if it is valid
Mixed code (sandboxed vs. trusted) security verification
Enable - show warning if needed
Enable - hide warning and run with protections
Enable - hide warning and don't run untrusted code
Disable verification (not recommended)
Perform certificate revocation checks on
Publisher's certificate only
All certificates in the chain of trust
Do not check (not recommended)
Check for certificate revocation using
Certificate Revocation Lists (CRLs)
Online Certificate Status Protocol (OCSP)
Both CRLs and OCSP
Advanced Security Settings
Use certificates and keys in browser keystore
Enable blacklist revocation check
Enable caching password for authentication
Use SSL 2.0 compatible ClientHello format
Use SSL 3.0
Use TLS 1.0
Use TLS 1.1
Use TLS 1.2
Miscellaneous
Place Java icon in system tray
Java Quick Starter
OK
Cancel
Apply

IMPORTANT JAVA NOTES:

Some versions of JAVA from Oracle have known bugs/issues that may affect OEM/A as well as other applications. We recommend only using the latest versions.

Windows 7 and up allows the use of 32 or 64 bit versions of JAVA. **OEM/A requires the 32 bit version.**

Users also have to be aware of their Java settings (especially network proxy settings), in particular to where their Java is pointing. If it is going out via a proxy configured in those settings it must be a SOCKS compliant Proxy.

Troubleshooting OEM/A version 1.5.1 consists of verifying the latest JAVA version is installed on your local computer and updating your JAVA version and/or re-starting the JAVA Applet if required.

If the basic steps below do not correct the issue, please follow the directions in Section 6 to send a copy of your JAVA console log to the OEM/A Support team. An application engineer will then analyze the log and contact you will additional troubleshooting steps.

OEM/A Version 1.5.1 JAVA verification steps:

1. Check your JAVA Version using the detailed instructions in Section 4.
2. If your JAVA version is not the latest, it will need to be updated.
3. If you are a supplier, update JAVA following the instructions on your JAVA console screen. (If you are a Ford user, simply open a SPOC help desk ticket and your local IT support will update your JAVA version)
4. Force the JAVA Applet to re-load on your system following the instructions listed at the end of this Section.
5. Try OEM/A again and verify if it is working correctly.
6. If the issues persist, please send a JAVA console log to the OEM/A support desk. (See section 6)

Please use the following steps to force a re-load of the OEM/A JAVA Applet:

1. Go to Start > Settings > Control Panel on your PC and double click on the "Java" icon. This will bring up a Java control panel.

2. Under the "General" tab you will see at the bottom of the page a section that says "Temporary Internet Files“

3. Click on the button that says "view“

4. In the Java Cache Viewer you will see a file named: "FileCatalystApplets.jar“

5. Click on that file to highlight it and then click on the red "X" at the top of the Cache Viewer to delete the file.

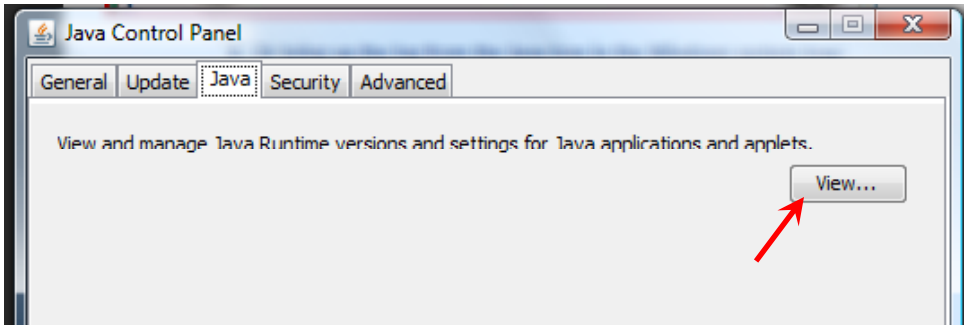
6. Close out of the cache viewer and reboot your computer.

7. Start your Web Browser and login to OEM/A.

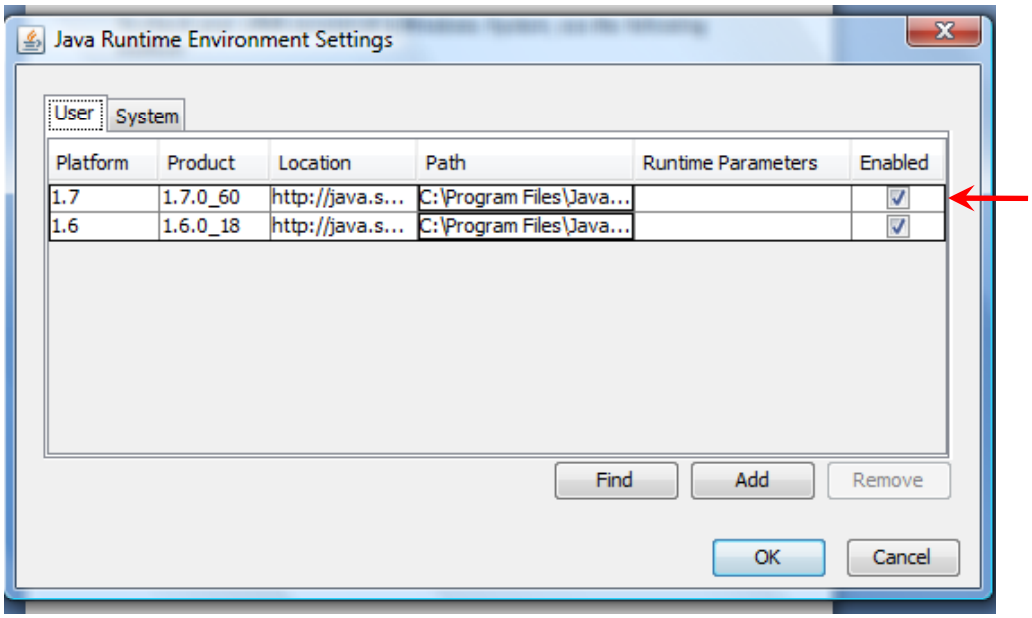
Section 4: Checking Your JAVA Version

To check your JAVA version on a Windows System, use the following method:

Go to the **Control Panel** (getting there varies by Windows version). Double click the Java icon to open the Java Control Panel. Click on the "View" button:



Make sure the latest version of JAVA is enabled.



Section 5: Connectivity Issues

Network Configuration Information for OEM/A Release 1.5.1 Overview:

This guide is intended to help Supplier IT support personnel understand the basic network mechanics of the OEM/A application and make any Firewall changes that are required.

(Please see visual network diagram at the end of this section)

Notes on Available Protocols:

At Version 1.5.1 OEM/A offers two protocols:

- **UDP (Recommended)**
- **HTTPS**

UDP is the recommended protocol because it provides fast and very reliable data transfer. In high bandwidth locations, it will provide extremely fast transfer. In lower bandwidth locations, its reliability greatly reduces failed transfers. *UDP does require that you make some modifications to your Firewall/Proxy settings. (This is detailed in Section 5 of this guide)*

HTTPS is an alternate protocol. HTTPS provides good speed and quality, but not as high as UDP. *HTTPS does not require that you make any modifications to your Firewall/Proxy settings.*

OEM/A Version 1.5.1 automatically detects the available protocol. It will first attempt to use UDP, and if that is not available, it will use HTTPS. So while you must configure your firewall to take advantage of UDP, OEM/A will automatically work whether you have or not. This will also work well in situations where you may have your office firewall configured for UDP, but prefer to just use HTTPS at remote locations. No action is required on your part to use the basic HTTPS protocol.

Network Configuration Information for OEM/A Release 1.5.1

Configuring for UDP protocol (Notes on pages 18 & 19 refer to UDP protocol only. For HTTPS, skip to page 20)

OEM/A IP Address Information:

The OEM/A Application uses just two IP addresses. These two IP addresses must be accessible from the users Client machine for OEM/A to function:

- 74.200.239.157 is for the HTTPS web pages
- 74.200.239.134 is for the secure FTPS and optional UDP

OEM/A Initial Connection / Handshake Information:

The OEM/A Application attempts an initial handshake with the Supplier Client using FTPS over TCP Port 21. **Implicit protocol only is allowed**. Explicit cannot be used as the security certification requires there can be no negotiations of security rules between the Host and Client.

- For a Supplier to be able to make an initial connection to the OEM/A Servers, Implicit FTPS must be available over TCP Port 21.

UDP/FTPS:

After the initial FTPS handshake, the OEM/A application will attempt to make a UDP connection with the Client. UDP is the preferred data transfer protocol because of the greatly increased speed using multiple ports, control options and full AES Encryption. (Please see “Firewall Configuration” for Port information)

If UDP is not available from the Client side, the OEM/A Host Server will automatically fall back to the FTPS protocol, which also provides a high speed, SSL secure transfer. (Please see “Firewall Configuration” for Port information)

- First Choice: UDP Protocol
- Automatic roll-over to FTPS if UDP not available

OEM/A Proxy Configuration:

If you are using an internet Proxy on your network, depending on the model and configuration, you may have to modify the rules for the two OEM/A IP addresses to allow the needed Implicit FTPS or UDP protocols, are you may have to configure a rule that allows traffic going to the two OEM/A IP addresses to go directly through the Proxy.

OEM/A Firewall Configuration:

- FTPS TCP Port 21: Implicit SSL Encryption **(Required)**
- UDP Ports 8000-8999: Implicit AES Encryption **(Optional)**

Important Note: Because the OEM/A Application uses FTPS, any FTPS filtering must be turned off for the two OEM/A IP addresses. This is includes firewall rules that limit the FTPS control command set. **(This is required even if you plan to use the UDP ports)**

For customers using ISA and similar firewalls that have internal (very limiting) FTP filters it can help to disable the filter for the OEM/A connection rules to not limit the extended FTPS command set.

Suggestion: Many Suppliers have been able to solve any Firewall/Proxy issues by creating a specific Firewall/Proxy rule for the OEM/A IP Address, much as they have when setting up rules from Ford, GM, etc. While in some cases this requires IT management approval, it has proven to be a very effective solution.

Important Note on Hardware Compression:

- Use of data compression hardware with encryption technology (such as a Riverbed Steelhead device) can cause connectivity issues with OEM/A for authentication and data transmission.
- This can potentially cause route and our redundant encryption scenario attempts which would cause authentication and data transmission encryption errors resulting in drops of connectivity attempts.
- It is recommended that data compression and additional encryption be disabled for IPs related to connectivity to the OEM/A environment.

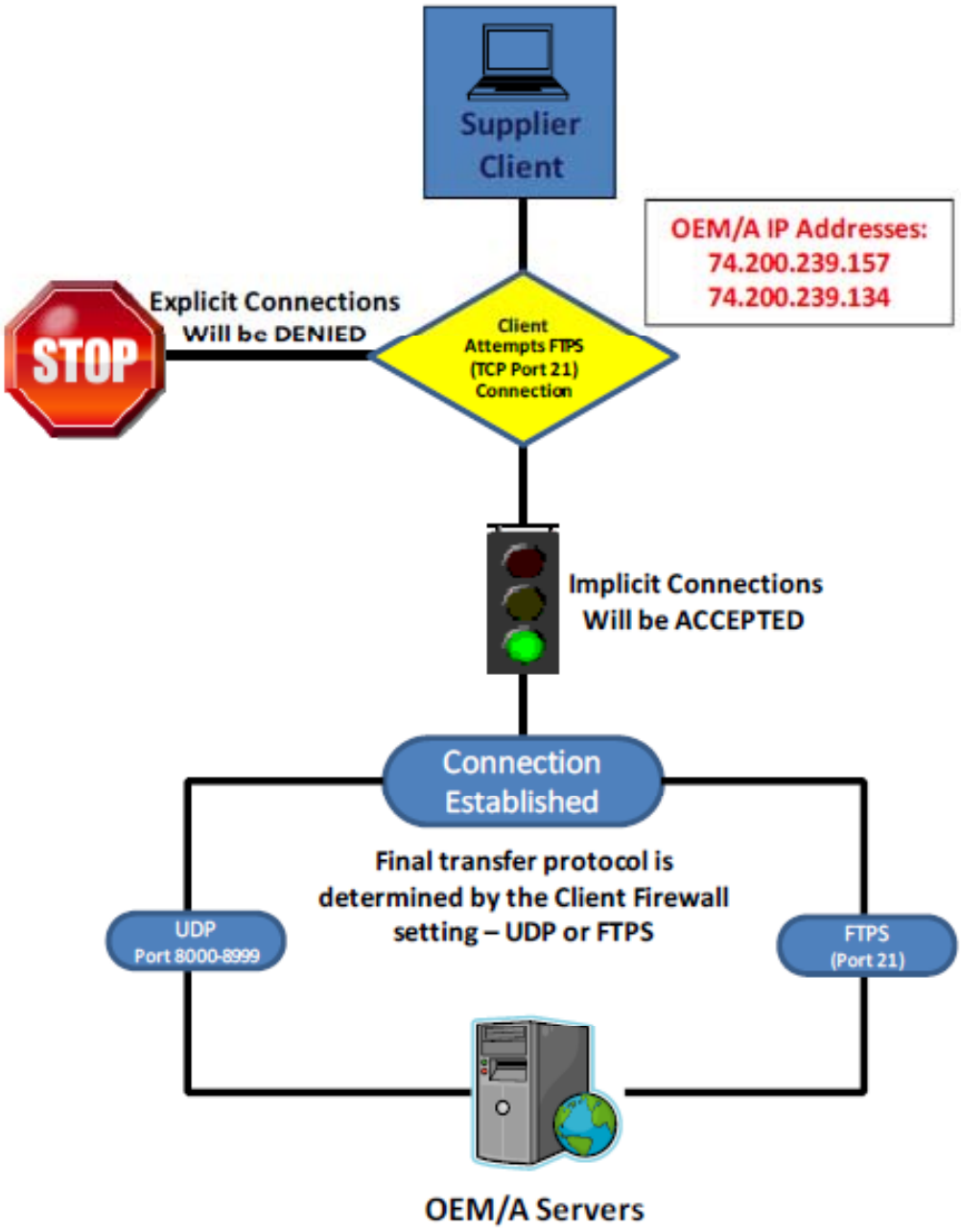
Network Configuration Information for OEM/A Release 1.5.1

Using HTTPS protocol:

- OEM/A Version 1.5.1 automatically detects the available protocol. It will first attempt to use UDP, and if that is not available, it will use HTTPS.
- So while you must configure your firewall to take advantage of UDP, OEM/A will automatically work whether you have or not.
- This will also work well in situations where you may have your office firewall configured for UDP, but prefer to just use HTTPS at remote locations.
- No action is required on your part to use the basic HTTPS protocol.

If you require additional assistance on Firewall/Proxy configuration issues, please contact us at support@oem-advantage.net and we will arrange for a network engineer to assist you.

Network Configuration Information for OEM/A Release 1.5.1 (Using the UDP protocol Option)



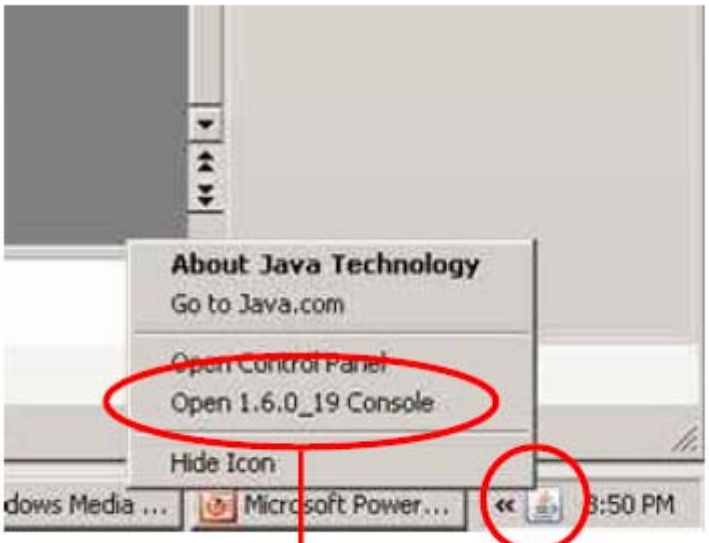
Section 6: Sending a JAVA log to the Support Center

Two methods for retrieving a JAVA Console log are detailed in the following pages.

To retrieve the data needed for troubleshooting, please remember to:

1. Start OEM/A in your browser and login
2. Continue using OEM/A until you reach the point that the issue is occurring
3. Copy & paste the log text as shown in the examples and email it to support@oem-advantage.net

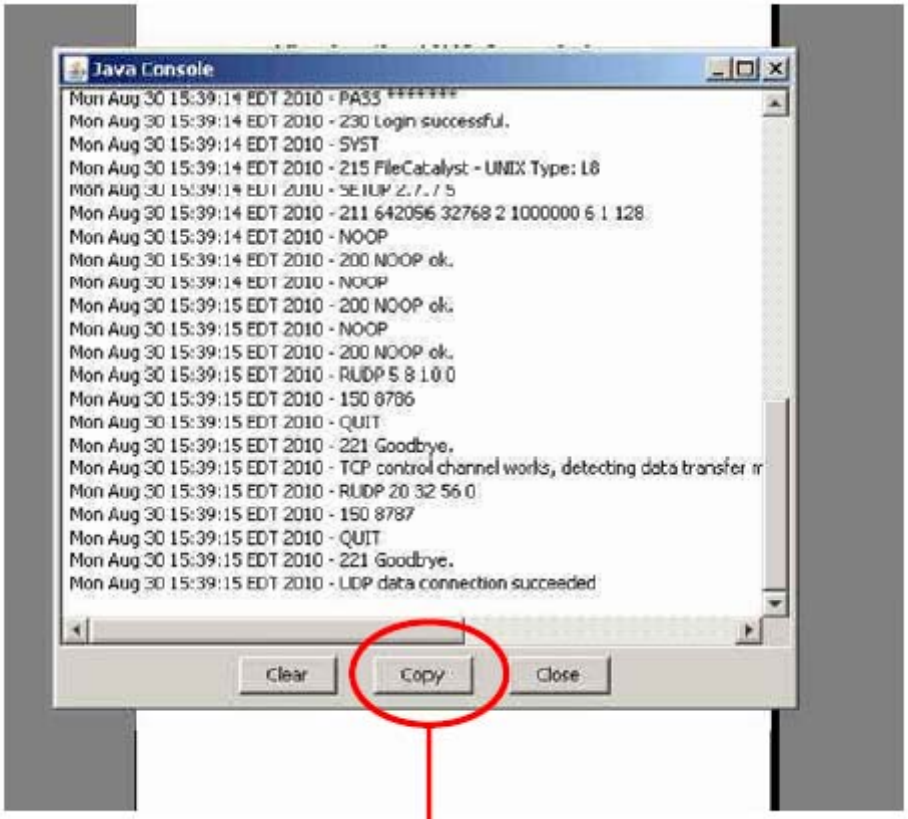
Viewing the Java Console log via the "System Tray Icon"



1. Right-click on the JAVA icon in the Windows System Tray

2. Click on the "Open Console" Option

Viewing the Java Console log via the "System Tray Icon"


Java Console
Mon Aug 30 15:39:14 EDT 2010 - PASS *******
Mon Aug 30 15:39:14 EDT 2010 - 230 Login successful.
Mon Aug 30 15:39:14 EDT 2010 - SYST
Mon Aug 30 15:39:14 EDT 2010 - 215 FileCatalyst - UNIX Type: L8
Mon Aug 30 15:39:14 EDT 2010 - SETUP 2.7.7 5
Mon Aug 30 15:39:14 EDT 2010 - 211 642056 32768 2 1000000 6 1 128
Mon Aug 30 15:39:14 EDT 2010 - NOOP
Mon Aug 30 15:39:14 EDT 2010 - 200 NOOP ok.
Mon Aug 30 15:39:14 EDT 2010 - NOOP
Mon Aug 30 15:39:15 EDT 2010 - 200 NOOP ok.
Mon Aug 30 15:39:15 EDT 2010 - NOOP
Mon Aug 30 15:39:15 EDT 2010 - 200 NOOP ok.
Mon Aug 30 15:39:15 EDT 2010 - RUDP 5 8 1 0 0
Mon Aug 30 15:39:15 EDT 2010 - 150 8786
Mon Aug 30 15:39:15 EDT 2010 - QUIT
Mon Aug 30 15:39:15 EDT 2010 - 221 Goodbye.
Mon Aug 30 15:39:15 EDT 2010 - TCP control channel works, detecting data transfer n
Mon Aug 30 15:39:15 EDT 2010 - RUDP 20 32 56 0
Mon Aug 30 15:39:15 EDT 2010 - 150 8787
Mon Aug 30 15:39:15 EDT 2010 - QUIT
Mon Aug 30 15:39:15 EDT 2010 - 221 Goodbye.
Mon Aug 30 15:39:15 EDT 2010 - UDP data connection succeeded
Clear
Copy
Close

3. The JAVA Console log will open on the screen

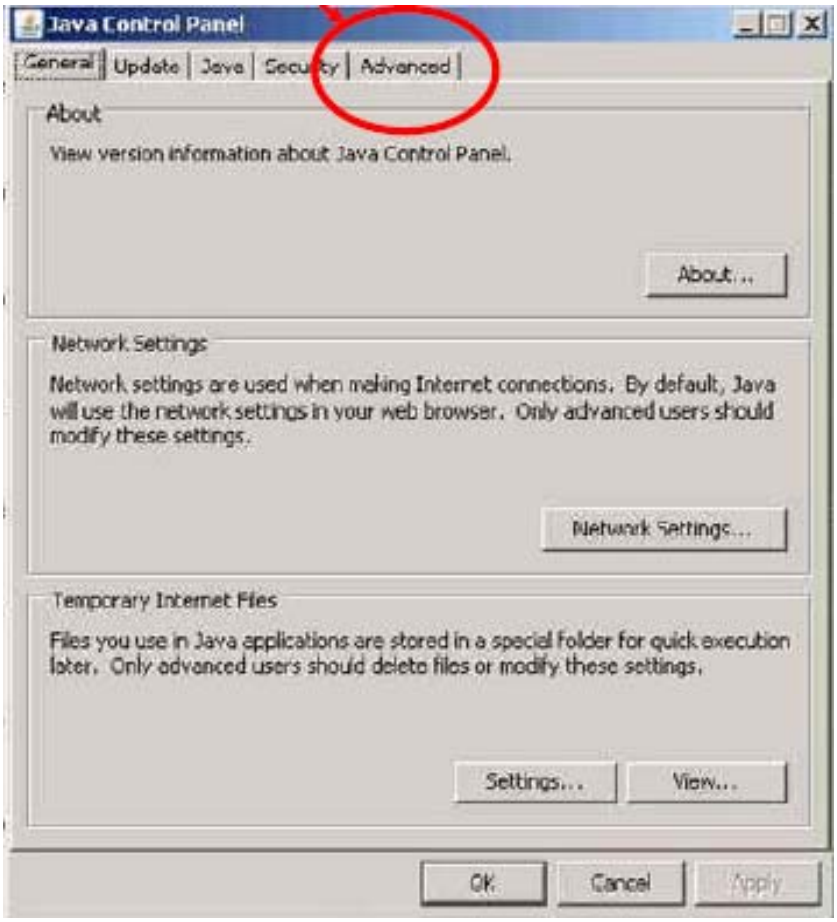
4. Click on "Copy" and then paste the log into your email to support@oem-advantage.net

Viewing the Java Console log via the Control Panel

1. **Go to Start > Settings > Control Panel to open the Windows Control Panel**

2. **Double-click on the "JAVA" icon to open the JAVA Control Panel**

3. **Click on the "Advanced" Tab**


Java Control Panel
General
Update
Java
Security
Advanced
About
View version information about Java Control Panel.
About...
Network Settings
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
Network Settings...
Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.
Settings...
View...
OK
Cancel
Apply

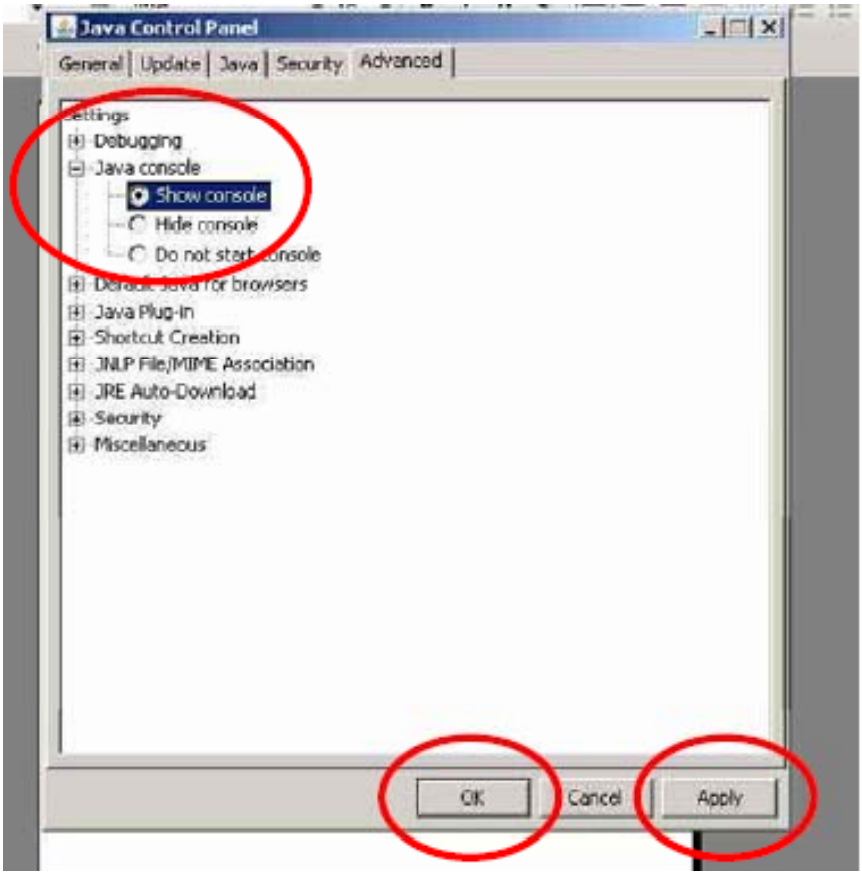
Viewing the Java Console log via the Control Panel

1. **Expand the "JAVA console" Tree by clicking on the "+" sign**

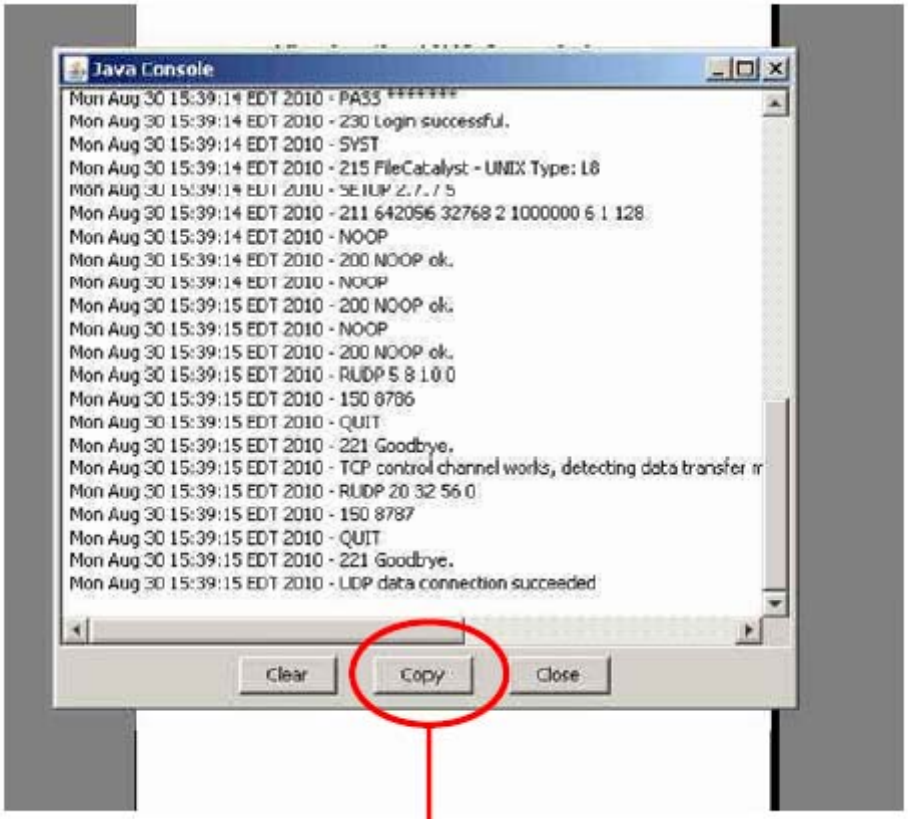
2. **Select "Show Console"**

3. **Click "apply" and the "OK". This will close the JAVA Control Panel**

4. **Reboot your PC and start OEM/A – the JAVA console will appear when JAVA starts.**



Viewing the Java Console log via the Control Panel


Java Console
Mon Aug 30 15:39:14 EDT 2010 - PASS *******
Mon Aug 30 15:39:14 EDT 2010 - 230 Login successful.
Mon Aug 30 15:39:14 EDT 2010 - SYST
Mon Aug 30 15:39:14 EDT 2010 - 215 FileCatalyst - UNIX Type: L8
Mon Aug 30 15:39:14 EDT 2010 - SETUP 2.7.7 5
Mon Aug 30 15:39:14 EDT 2010 - 211 642056 32768 2 1000000 6 1 128
Mon Aug 30 15:39:14 EDT 2010 - NOOP
Mon Aug 30 15:39:14 EDT 2010 - 200 NOOP ok.
Mon Aug 30 15:39:14 EDT 2010 - NOOP
Mon Aug 30 15:39:15 EDT 2010 - 200 NOOP ok.
Mon Aug 30 15:39:15 EDT 2010 - NOOP
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Mon Aug 30 15:39:15 EDT 2010 - 150 8786
Mon Aug 30 15:39:15 EDT 2010 - QUIT
Mon Aug 30 15:39:15 EDT 2010 - 221 Goodbye.
Mon Aug 30 15:39:15 EDT 2010 - TCP control channel works, detecting data transfer m
Mon Aug 30 15:39:15 EDT 2010 - RUDP 20 32 56 0
Mon Aug 30 15:39:15 EDT 2010 - 150 8787
Mon Aug 30 15:39:15 EDT 2010 - QUIT
Mon Aug 30 15:39:15 EDT 2010 - 221 Goodbye.
Mon Aug 30 15:39:15 EDT 2010 - UDP data connection succeeded
Clear
Copy
Close

3. The JAVA Console log will open on the screen

4. Click on "Copy" and then paste the log into your email to support@oem-advantage.net

Section 7: Supplier FAQ's about OEM/A

For your reference, the following is a copy of the "Supplier FAQ's" listed on the web site.

OEM/A Supplier FAQ's

What is OEM/A?

OEM/A is a File Based Transfer tool that Ford has selected as the tool to be used by Ford and Suppliers who are using File Based Transfer. Normally, these are Suppliers who are not directly connected to Ford's TeamCenter product data manager.

Do I have to use OEM/A?

No. Most directly connected Suppliers will not need to use OEM/A. However, if you work with a Ford program that sends and receives data via File Based Transfer, you may need to get it. As a rule of thumb, if you are not direct connected to Ford's TeamCenter and need to send or receive data from Ford, you will need to get OEM/A.

Do I have to Sign Up?

Yes. Suppliers must register to set up an account on the OEM/A system. If you previously used another Ford File Based Transfer system, your account WILL NOT be migrated to OEM/A. You must take the appropriate steps to sign up.
(please see the Sign Up process below)

Is there a cost?

- Yes. OEM/A is a fee based service. You pay an annual fee. The amount is based on the number of sites you have and the number of users you require.

- **Overview:**

  - Supplier Licenses are divided first by location. Each business location must purchase a license.

  - The base location license covers up to (5) users for that location.

  - The cost of the base license is $775.00 annually.

  - The supplier will provide Capitol with an “Administrator” user for each business location. This user will have the ability to add/remove/suspend the company’s users as needed. This allows each company to be compliant with both Ford and their own internal security policies regarding control of access.

  - Should a supplier’s business location need additional users, they can be added in blocks of (5) at an additional cost of $775.00 annually. The Supplier administrator can apply for the additional licenses directly on line. Once an incremental license payment is completed, the administrator will be able to assign the additional users to the account.

Is additional information available on the web?

- Yes. For new, **unregistered users**, there are several documents available covering OEM/A. Click on the Help link on the OEM/A site login page.

- If you are already a **registered user**, you will find additional documents such as the User Manual, Training Material and additional products available to you. Click on the Help link on the OEM/A home page after you have logged in to the system.

- To access the site, go to: https://ford.oem-advantage.net

How can I contact somebody at Capitol regarding OEM/A?

- Our customer service representatives and system engineers are available to help you.

  - **Via phone at:**

    - Local: 1-313-564-4820 (press 1)
    - Toll Free: 1-888-788-7988

  - **Via email at:**

    - support@oem-advantage.net

What is the Application Process?

For Suppliers, the Registration process is as follows:

- Go to the web site at: https://ford.oem-advantage.net
- Under “Not a Registered User?” click on the “Suppliers Click
- Here” link.
- Click on the **“Standard Supplier Registration”** option, in which you fill out an online application and submit it. Our Supplier Support Team then supplies you a formal proposal with the terms & conditions and total price.
    - You sign and return the contract
    - You complete your payment
    - Your service is then activated.

End of Supplier Troubleshooting Guide